March 13, 2000

OBSERVATION REPORT #47

KPMG was not billed for third party and collect calls made by KPMG's end users.

<u>Issue</u>

KPMG was not billed for third party and collect calls made by its end users. As illustrated in the Bell Atlantic CLEC Handbook, Volume III, Section 9.3.8, charges for these calls should appear on the "Collect" and "Billed to Third Number" line items within the "Miscellaneous Charges" section of the "Detail of Usage Charges for Office page" of the bill. No such charges appeared on the relevant Y40 bills.

The table below list examples of third party and collect calls made by KPMG customers. The bill on which charges for these calls should have appeared is also listed.

BADUFMA.U5114C.19991222.94754141100002a000				
Number	1	2	3	4
Bill Expected to	617 Y40-0013 156	413 Y40-0014 104	617 Y40-0013 156	617 Y40-0013 156
Show Charges				
Bill Date	1/6/00	1/6/00	1/6/00	1/6/00
ID	1755	1677	1694	1707
Date of Record	12/16/99	12/16/99	12/16/99	12/17/99
Category	100101	100101	100101	100101
From Number	7812929677	4135648305	6173728479	7812637003
To Number	7814557559	4137335131	6173728478	7812637000
Bill To Number	7812929672	4135648302	6173728478	7812637000
Message Type	2	2	4	4
Initiation	134513	095443	125857	101342

The table below list the raw usage files for the files listed above.

ID	BADUFMA.U5114C.19991222.94754141100002a000
1755	1001019912161078129296770001078145575590000000000000013451300001
	32220000100003 2 00007000300000700001000508005001 7812929672
	MA NN 000000001000000051140000
1677	10010199121610413564830500010413733513100000000000000009544300003
	83120000100003 2 00007000300000700001000413241009 4135648302
	MA N9 000000001000000051140000
1694	100101991216106173728479000106173728478000000000000000012585700002
	25220000100003 4 00007000300000700401000617135008 6173728478
	MA N8 000000001000000051140000
1707	1001019912171078126370030001078126370000000000000000000010134200001
	90220000100003 4 00007000300000700401000508005001 7812637000
	MA NN 000000001000000051140000

Assessment

A CLEC would be unable to accurately reconcile its UNE bill with the usage records received. In addition, if CLECs are not correctly billed in a timely manner, they cannot bill their end users in a timely manner.